



Clean Light  
Green Light

WHERE LED TECHNOLOGY LIVES



## Product Warranty

### General Warranty Terms

This Warranty only covers product manufactured by Clean Light Green Light, Inc. (CLGL).

#### ***If product arrives damaged - STOP!***

- ***DO NOT REMOVE LIGHT(S) OR LIGHT FIXTURE(S) from packaging***
- ***Put all packing material back into the box***
- ***Call Clean Light Green Light @ 1-586-469-0414 IMMEDIATELY***
- ***DO NOT SHIP BACK TO CLEAN LIGHT GREEN LIGHT***

#### ***If this procedure is not followed we will not be able to send a replacement.***

For any breach by Clean Light Green Light of this limited warranty, the exclusive remedy for the Customer and the sole liability of Clean Light Green Light shall be, at the option of Clean Light Green Light, to replace or repair the affected products, or to refund/credit to Customer the price of the affected products. The availability of replacement products is subject to product for exchange. Clean Light Green Light shall provide shipping from and to the customer's location.

Failure of an LED fixture is defined as having more than 5% of total fixture count LED failure. Purchaser must notify us in writing within (30) thirty days of noticing the defect.

We reserve the right to change the warranty period without prior notice and without incurring obligation and expressly disclaim all warranties not stated in this limited warranty.

### Return and Refund Policy

Clean Light Green Light allows for the return and possible refund of defective LED lighting. However, Clean Light Green Light will not accept returned items without prior written return goods authorization number. Original shipping charges will not be refunded. Where applicable, monies will be refunded to the appropriate entity within 15-20 business days from the receipt of the defective product received at Clean Light Green Light

#### **Defective product return and refund policy**

In the event that Clean Light Green Light is not able to replace or repair any given defective product, the customer may be eligible for a refund/credit for the price of that product, providing the following criteria is met:

- The product is returned to the shipping facility within ten (10) business days from date on the return goods authorization
- All returns must be in their original or adequate packaging
- All returns must have a return goods authorization number included in the return packaging

For defective product, Clean Light Green Light will NOT refund original shipping costs, but will cover return shipping costs and provide the customer with proper packaging.

## **“Custom” product return and refund policy**

Custom products are defined as products created by Clean Light Green Light in response to and conjunction with a specific request for a product that is new or modified in such a way that the resulting product does not fit within the pricing and product listings in Clean Light Green Light’s product catalog, cut sheets, website, or price list. This definition includes adjustments to physical dimensional (i.e. length adjustments to tubes), fixture coloring, kelvin color temperatures, or other adjustments different from products currently listed within the said listing media.

Custom products are covered under this warranty against defects in as described in this document. However, custom products are not eligible for refund, credit, or return, once the products have been delivered to the customer.

## **Warranty Exclusions**

This Warranty does not cover any products manufactured by others. These products carry their own warranties and should be considered before returning any products.

The warranties set forth herein are exclusive. Clean Light Green Light, Inc. disclaims all other warranties, whether express, implied or statutory, including, without limitation, any warranty of merchantability, fitness for a particular purpose, or non-infringement, and any warranty that may arise from course of dealing, course of performance, or usage of trade.

This warranty does not cover acts of nature such as lightning damage, or corrosion and discoloration of components, nor does it cover damages caused through abuse, improper installation, surges in electrical current, acts of third parties, or any error, neglect or default of Customer.

This warranty is null and void if the product is not installed within the manufactures strict guidelines or if any of the following occur: under/over voltage, under/over current or any damage arising out of any act of God, external forces, fire, misuse, vandalism, abuse or civil disturbance or any other factor not under control of Clean Light Green Light, Inc.

This warranty does not cover non-defective product return.

## **5 Year Warranty**

We warrant to the original purchaser, with proof of purchase, its delivered “Interior” and “Exterior” classified products should be free from defects in the material and workmanship for up to five (5) years from date of purchase.


All “Interior” and “Exterior” classified LED products are warranted for a period of (5) five years from the date of purchase to the original buyer with proof of purchase. This warranty excludes field labor or service charges related to the repair or replacement of the product.

## **7 Year Warranty on High Power Exterior Lighting**

We warrant to the original purchaser, with proof of purchase, its delivered “High-Power Exterior” classified products should be free from defects in the material and workmanship for up to seven (7) years from date of purchase.

All High Power outdoor LED products are warranted for a period of (7) seven years from the date of purchase to the original buyer with proof of purchase. This warranty excludes field labor or service charges related to the repair or replacement of the product.

## **10 Year Limited Warranty on Housing**



We warrant to the original purchaser, with proof of purchase, its LED lighting fixture housing finish for a period of (10) ten years from date of shipment. We will repair, or at our option, replace the defective finish if it exhibits cracking, peeling, excessive fading or corrosion defects during the warranty period. This warranty applies to the housing finish only and only when the product is properly handled, maintained, installed and exposed to normal environmental conditions. This warranty excludes defects resulting from improper handling, storage, installation, acts of God, external forces, fire, misuse, vandalism or civil disturbances.

Purchaser must notify us in writing within (30) thirty days of noticing the defect. This warranty excludes field labor or service charges related to the repair or replacement of the housing.

### ***Our promise to you...***

We at Clean Light Green Light, Inc. promise to treat you and your business with the utmost respect and kindness. We promise to educate you to all the possibilities that can and will influence the lighting of your facility. As an educated customer you are armed to make the right decisions regarding your LED lighting purchase.

Our team wants you to be happy with our product and its effect on your life. As an informed customer you will clearly be able to see the difference between CLGL and other companies. We hope to win your business and that of your friends and neighbors as well.

Servicing our customer's needs and helping them from the first inquiry all the way through the installation.

Thank you for the opportunity to win your business.

David McKinney  
CEO  
Clean Light Green Light, Inc.  
24501 North River Rd.  
Mt. Clemens, MI 48043  
888.499.LEDS (5337)